



## Chairman's Letter

I love this time of year. The holidays have a way of making the cold seem a little warmer, people a little friendlier to each other and spending more time with family and friends a little easier to fit in our busy schedules.

Being a parent of an eleven year old is exciting this time of year as well.

I always find time to see the holiday season through his eyes. Kids have such a great way of putting everything into perspective. He always reminds me that no matter how busy I am with work, or how stressed I am to finish putting the lights on the house it is the time we spend together as a family that is most important.

My wife Cosie and I are celebrating our fourteenth Christmas together this year. If you have ever been to our home during the holidays you know just how much she loves Christmas. The amount of decorating she does (I at least help with the outside) is awesome. Together we have accumulated quite a collection of decorations but she always makes our home festive and very welcoming. I love Cosie and Luke very much and I look forward to celebrating the holidays with both of them and all of our family and friends.

Take time out for your family and friends this holiday season. No matter where the season finds you, spend time with those who matter most in your lives.

Happy Holidays,  
David

## imPRESSive Printing Inducted into SHARP

By: Abby Andrews, Reporter, Chesapeake Publishing, The Times-Record

A Hillsboro business joined a select group of small businesses across Maryland when it was inducted into a program recognizing its exemplary safety program. ImPRESSive Printing was officially recognized for its achievement Nov. 8, when representatives of Maryland Occupational Safety and Health (MOSH) visited the business to present a banner and a certificate proclaiming its induction into the Safety and Health Achievement Recognition Program (SHARP.) ImPRESSive Printing is one of only five small businesses in Maryland that currently qualifies for the designation.

"We're thrilled," said Richard Harfeld, president of ImPRESSive Printing. "That's a pretty big achievement."

Vice President David Harfeld said the four-employee company shows the same commitment to safety as it does to the work it does for its customers. "It's the exact same idea, just applied to safety," David Harfeld said. Eric Uttenreither, assistant commissioner for MOSH, said SHARP was implemented seven years ago to recognize small businesses whose safety programs go well beyond what is required, by volunteering to work with MOSH consultants to identify and improve weak spots in its existing program.

"It's assuring they (the business) have a good, quality safety program," said Uttenreither. "It's something they don't have to do." The Harfelds said they first learned of SHARP at a vendor night last year. In Aug. 2009, Allen Stump, a MOSH safety consultant, and Nancy MacFetrich, MOSH industrial hygiene consultant, first visited the printing business and conducted an initial inspection. By June of this year, the improved safety plan had been implemented and ImPRESSive Printing was certified, though MOSH representatives could not make the trip to officially recognize the business until recently.

Stump and MacFetrich both traveled to Hillsboro for the presentation. "They were very enthusiastic about doing this," Stump said. "Anything we found, they fixed right away." "They were great," MacFetrich added. "This (SHARP) is such a great program; I wish more businesses would take advantage of it." ImPRESSive Printing's current certification is good until June of next year. It can be recertified annually after an inspection.

"These folks just go above and beyond what they have to do," Uttenreither said. "They have taken steps to assure workplace safety, and treat them as necessities, to create a safer, healthier, better place to work." The Harfelds opened ImPRESSive Printing in 1975. For information on SHARP, visit MOSH's website, <http://dllr.maryland.gov/labor/mosh/sharp.shtml>.



ImPRESSive Printing in Hillsboro was recently certified as a member of Maryland Occupational Safety and Health's (MOSH) Safety and Health Achievement Recognition Program, one of only five businesses in Maryland to do so. MOSH representatives visited the business Nov. 8 to present a banner and certificate. Pictured left to right are Allen Stump, MOSH safety consultant; Richard Harfeld, ImPRESSive Printing president; David Harfeld, ImPRESSive Printing vice president; Eric Uttenreither, MOSH assistant commissioner; Nancy MacFetrich, MOSH industrial hygiene consultant; Marie Harfeld, employee; Stephen Miller, MOSH consultation supervisor; and Janice Moody, employee.



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## **Willow Construction**

### **Willow Construction, LLC Announces that Senior Project Manager Eric Milhollan Recognized as Certified Healthcare Constructor (CHC) by the American Hospital Association (AHA) Certification Center**

The American Hospital Association (AHA) Certification Center is proud to announce that Eric Milhollan, Senior Project Manager with Willow Construction, LLC has earned the designation of Certified Healthcare Constructor (CHC). The CHC is a national credential that distinguishes an individual as being among the elite in a critical field of healthcare construction.

To earn the CHC, an individual must satisfy eligibility requirements that incorporate a blend of professional experience and education, agree to adhere to the AHA Professional Standards of Conduct, and pass the CHC Certification Examination. The CHC Examination assesses knowledge required of a competent healthcare construction manager in the areas of Healthcare Industry Fundamentals; Planning, Design and Construction Process; Healthcare Facility Safety Additions and Renovations; and Financial Stewardship. The CHC Program supports the community of healthcare construction professionals and is designed to provide an objective and rigorous assessment of mastery of a well-defined body of professional knowledge. Additionally, certificants demonstrate their continued professional development and commitment to the profession by maintaining the certification through participation in professional development activities.

The AHA Certification Center offers certification in five healthcare disciplines. In addition to Certified Healthcare Constructor, the AHA Certification Center recognizes Certified Healthcare Environmental Service Professionals (CHESP), Certified Healthcare Facility Managers (CHFM), Certified Materials & Resource Professionals (CMRP), and Certified Professionals in Healthcare Risk Management (CPHRM). Further information may be obtained by calling the AHA Certification Center at (312) 422-3715 or visiting the website of the AHA Certification Center at [www.aha.org/certification](http://www.aha.org/certification).

## **Direct Connect**

### **Direct Connect, LLC Launches New Website**

Direct Connect, LLC, a leading Independent Sales Organization providing merchant services, unveiled a new design of its website: [www.1DirectConnect.com](http://www.1DirectConnect.com).

Direct Connect's new site includes an easy-to-navigate menu and information about the company and industry. The site will continue to be enhanced as new solutions are added and the company continues to expand its services.

"The new website was in response to our phenomenal growth in 2010 and desire to increase our presence in the marketplace," said Matt Clyne, President of Direct Connect. "We wanted to create a resource for merchants to learn about the value of accepting electronic payments as well as the services that we can provide. The site also offers expanded information on our various partner programs, community involvement and achievements."

The site has several links for prospective clients to review details about the company's various solutions, including gift cards and ATM's. It also contains information about the company's philosophy, locations, partner program descriptions and career opportunities. Contact information is available through "Get A Quote" and under the About Us menu tab.

Social media is integrated on the website with a company blog and links to twitter, Facebook. These resources will provide industry updates, showcase community involvement and information about Direct Connect merchant services. They make it easier to communicate important updates in a timely manner.

Matt Clyne states, "We will continue to improve our website so it can be a resource for our potential clients, current merchants, partners and sales team."

#### *About Direct Connect, LLC*

*Direct Connect, LLC is a privately held corporation headquartered in Chantilly, Virginia. The company has experienced 2 years of continued growth, revenue generation and development. It is one of the nation's leading payment processing specialists. Direct Connect, LLC currently employs 50 full-time staff plus a certified sales force. Business solutions offered include: gift & loyalty programs; electronic check processing; cash advances; online processing; debit and credit card processing; ATMs; and, payment equipment sales and leasing. Customized programs are tailored to each area of the merchant's interests and networks to create power, efficiency and speed in each tier of payment processing. For more information, please visit [www.1DirectConnect.com](http://www.1DirectConnect.com).*

## **Chester River Hospital Center**

### **Becky Schulkowski Joins Chester River Hospital Center as Director of Pharmacy**

Chester River Hospital Center is pleased to announce that Becky Schulkowski, Pharm.D, has joined the staff as director of pharmacy. In this role, Schulkowski will oversee daily operations of the pharmacy and will work with an interdisciplinary team to provide healthcare services that result in positive clinical outcomes.

Schulkowski began working towards her doctor of pharmacy in 1996 at University of Maryland, Baltimore County in the pre-pharmacy program. In 2002, she graduated magna cum laude with her Doctor of Pharmacy from University of Maryland School of Pharmacy. During her education, she traveled to St. Louis, Missouri to complete her residency and completed a six week rotation in Thailand. Most recently, she has worked as clinical coordinator, pharmacy services at Mercy Medical Center in Baltimore. She is a registered pharmacist, as well as a board certified pharmacotherapy specialist. "I'm proud to become a part of a 75 year tradition, and also proud to be a part of a health system looking to enhance its services and programs for the community. I feel like Chester River Hospital is poised to do so much," commented Schulkowski.

Schulkowski is a native of Chesapeake City, Maryland. She looks forward to getting away from the busy city life and returning to the Eastern Shore, where much of her immediate family lives. She, her husband, and two children are in the process of moving to the Eastern Shore.

## ***Willis, Metrinko Join Hospice of Queen Anne's Board***

Hospice of Queen Anne's has recently named Patti Willis of St. Michael's and David Metrinko of Centreville to the organization's Board of Directors for three year terms.

Patti Willis is vice president of corporate communications for Shore Health System where she has held leadership positions as vice president of public affairs and director of communications for The Memorial Hospital at Easton, a member of Shore Health System. Previously, she was public information coordinator for Chesapeake College. Willis serves as vice president of the Easton Rotary Club and is a member of the board of directors of Caroline County Chamber of Commerce. She received a bachelor's degree from Hood College and a master's degree from The Louisiana State University.

David Metrinko is owner of DCL Office Furniture Solutions located in Centreville, a company he and his wife launched in 2006 that reflects their more than 15 years of experience in workplace space planning and office furniture retail. He is chairman of the Queen Anne's County Chamber of Commerce Board of Directors and a member of the county's Economic Development Commission Board. He is a current member of CRABSS Ruby in Queen Anne's County and has played rugby for various regional clubs for 30 years. Metrinko is a graduate of Salisbury University where he received a bachelor's degree in business management.

The Hospice of Queen Anne's team is dedicating to providing the highest quality comprehensive and compassionate end-of-life care and bereavement support and education to individuals, families and the community. Hospice of Queen Anne's is a non-profit, fully licensed Medicare-certified organization providing services to Queen Anne's County residents since 1985. To find out more, call 443-262-4100 or visit the website at [www.hospiceofqueenannes.org](http://www.hospiceofqueenannes.org).



### ***Critical Workforce Mortgage Program Seeks Applicants For Zero Interest, Deferred Payment Loans***

The Queen Anne's County Department of Housing and Community Services is now scheduling appointments for those interested in applying for the critical workforce mortgage program. The loan must be used to purchase a primary residence.

Applicants must be income eligible and employed in law enforcement, public safety, education or local government. Qualified applicants must be working in the county full time in their field and be paid by county or municipal government. Jobs may include but are not limited to, law enforcement officers, detention center employees, active fire fighters, emergency medical technicians, paramedics and teachers. Section 8 family self-sufficiency program participants are also eligible to apply.

For more information or to schedule an appointment call housing and community services at 410-758-3977.

### ***HOLIDAY OPEN HOUSE AT ANIMAL SERVICES***

The Queen Anne's County Department of Animal Services is holding a Holiday Open House on Saturday, December 11, 2010 from 11 a.m. to 3 p.m. at the shelter on Route 301.

The event will offer pet photos with Santa, a bake sale featuring yummy treats for people and pets and a silent auction featuring gift baskets from local businesses. Visitors may also come in and take a look at the pets available for adoption.

For more information, call Helen Foley, at 410-758-2393.



## Events for the Holiday Season...

December 1-23

Exhibit: Winter Reflections

Kent Island Federation of Arts (KIFA),  
Stevensville. Seasonal Artwork.

Open to all artists. All media welcomed. Call KIFA at (410) 643-7424 for more information.

December 1-23

Holiday Boutique

Kent Island Federation of Arts (KIFA), Stevensville

Original artwork, jewelry, crafts and more– unique, one-of-a-kind items, available close to home. For more information call (410)643-7424

December 3-19 (Friday, Saturday and Sundays)

"Jacob Marley's Christmas Carol" by Tom Mula

Church Hill Theatre, Church Hill

Directed by Steven J. Arnold. Performed in Story Theatre style with up to 4 versatile actors playing all the parts while also narrating the story. The play is darkly hysterical while also embracing both traditions of A Christmas Carol's search for the Christmas spirit and the redemption of the soul. For more information call (410) 758-1331.

December 8 & 15

"The Eight Reindeer Monologues" by Jeff Goode

Church Hill Theatre, Church Hill

Directed by Steven J. Arnold. Want to know the truth about Santa and the elves? About Rudolph's little secret? About Vixen's story that was leaked to the press? The reindeer finally speak, and they are not holding back! A dark mature, alternative Christmas Comedy where Scandal erupts at the North Pole when one of Santa's eight tiny reindeer accuses him of sexual harassment. Call (410)758-1331

December 9

Christmas Dance with the Jones Boys

Kent Island Senior Center, Stevensville

Christmas fun, dancing and dining with the Jones Boys. Limited tickets, door prizes, dinner served at 4:00 pm. For more information call (410)604-3801

December 11

Queen Anne's County Historical Society Holiday House Tour

Centreville

Tour hours are 10:00 am to 4:00 pm. For more information call (410)758-3010

December 11 & 12

Museum of Eastern Shore Life Train Show

Kent Narrows Center

26 Piney Narrows Road, Unit # 17, Chester, 21617

Model trains and villages, raffle, Santa, punch and cookies, donations accepted. Check later for possible change in venue and extended hours. For more information call (410)758-1299

December 16

The Jones Boys Country Christmas Party

Centreville Senior Center, Centreville

Country Christmas luncheon, music and dancing by the Jones Boys. For more info call (410)758-0848

December 22-30

Winter Wonder Camp

Camp Pecometh, Centreville

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White Marsh Acres, Centreville, (410) 758-4349



**ESBLN Eastern Shore  
Business Leadership Network  
Putting Ability to Work**

www.esbln.org • By Jackie Gast, Director

Throughout the month of October, which was National Disability Employment Awareness Month, I was able to visit nine chambers of commerce in each of the eastern shore counties. Practically everyone I met was able to share a story about a good experience they had with an employee with a disability.

In Kent County there is a story about an owner of a local hardware store in Chestertown who employs a young man with an intellectual disability. He says this person is one of his best employees. An Ocean City member talked about a long time employee in their hotel whose work ethic is better than most. A Crisfield member has employed a young person who uses a wheelchair for several years in his busy real estate office. In Dorchester County there is a person who cleans the streets of Cambridge who is there day in and day out and is known by all the townspeople. One of the hotels in Cambridge shared they have had success recently in recruiting people who are deaf or hard of hearing.

In Cecil County there is a gentleman with a hidden disability who is a vice president of a locally owned bank. In Caroline County there is company who works closely with Blind Industries to recruit employees. In Queen Anne's County, there is a local engineering firm that does some of its recruiting from the Workforce Technology Center in Baltimore, a regional vocational education facility for people with disabilities.

A Wicomico County business has an order picker in their catalog warehouse with autism. When a big order comes in, he gets it because he has the highest rate of accuracy of all the pickers in the three years he's been employed. These are just a few of the experiences shared but the point is this. Look back at the quick examples I just gave. Practically all of these employers mentioned above are small businesses.

It is a misconception that only large businesses can afford to employ people with disabilities, especially those with intellectual disabilities. It is not about the size of the company but about the need of the company. The need of all employers is a good employee. The common descriptor in every conversation throughout October was that each employee brought an excellent work ethic to the workplace that was transformative to that company. In other words, that work ethic is contagious to the other employees.

Businesses make capital investments and take calculated risks all the time. Why not do the same with human capital? With the availability of internships, including adult internships, tax credits and deductions on wages and accommodations, pre-employment job preparation, disability sensitivity awareness training and on the job coaching, the risks to employ people with a disabilities are minimized.

For more information, visit [www.ESBLN.org](http://www.ESBLN.org) or call Jackie Gast at the Salisbury Chamber of Commerce, 410 749-0144.

## Handling Sudden Wealth

If you have suddenly come into a large sum of money, whether it's a payout from an inheritance, the lottery, stock options, or a favorable verdict in a lawsuit, there are some important steps that you might want to take.

First and foremost, try to keep your bearings about you. Don't immediately quit your job; avoid any temptations to spend most or all of it on frivolous items. Be on the lookout for crooked financial operators who make offers that seem too good to be true, or friends and family who appear out of the blue with loan requests and business proposals. Don't feel that you have to invest your money right away. There's nothing wrong with letting it sit in the bank while you carefully consider your options.

No matter how you've obtained your windfall, there will be tax consequences. It is highly recommended that you consult with a tax lawyer to make sure you follow the right steps.

Before planning your long-term investment strategy, make sure you've taken care of some immediate needs. Establish an emergency fund (make it three to six months' worth of expenses), and if you've been carrying consumer debt like car loans or big credit-card balances, now's a great time to pay it all off.

Finally, consider how your windfall can serve you for long-term goals such as paying for children's education and your retirement. The questions are many. You might want to consult with a financial planner, who can help you figure out all the complicated variables and options.

*Triton Wealth Management, LLC is an independent fee-only financial planning and investment management firm located in Chester, MD. As fee-only advisors we are able to offer an unbiased approach to investing because we have no proprietary products to sell. We offer Chamber members a no-cost, no obligation review of their existing portfolio. Please contact Wayne Zussman, CFP® or Karen Baer at 410-202-2110 or [info@tritonwm.com](mailto:info@tritonwm.com) to schedule a convenient time to meet. Please visit our website for more information [www.TritonWM.com](http://www.TritonWM.com).*



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## ***Shore Health System Names Director and Manager of the Year***

Shore Health System announced that Susan Siford, PharmD, director of pharmacy services, was named the 2010 Director of the Year. Ryan Foster, MS, RN, NEA-BC, manager of the Dorchester General Hospital multi-specialty care and critical care units, was selected as the 2010 Manager of the Year.

The 2010 honorees were chosen by their peers based on their commitment to delivering the Shore Health System mission of Exceptional Care, Every Day. The nominees were selected based on their demonstrated service, relationship building, initiative, systems thinking, vision, teamwork and overall commitment to the patients, families, physicians and staff of Shore Health System.

Susan Siford, who lives in Millersville, is a graduate of the University of Maryland Baltimore County's pre-pharmacy undergraduate program. She began her pharmacy career in 1985 at Memorial Hospital, where she was a pharmacy technician for five years. After earning her doctor of pharmacy from the University of Maryland at Baltimore, she became a clinical pharmacist at Anne Arundel Medical Center, where she also served as anticoagulation service coordinator and clinical coordinator for pharmacy operations. She came to Shore Health System in 2008 as director of pharmacy.

For nine years, Siford was on the faculty of Anne Arundel Community College, instructing physician assistant students in clinical pharmacology. Her professional affiliations include the American Society of Health-System Pharmacists, the Maryland Society of Health-System Pharmacists and the Society of Chest Pain Centers. She earned a master of business administration degree at the University of Maryland, University College in 2009.

Commenting on Siford's contributions to Shore Health System, one of her peers said, "Susan provides great leadership and establishes trust and confidence with team members. She is great at problem solving and coming up with solutions that are best for the system." Another peer who nominated Siford for director of the year wrote, "It is evident to those who work with Susan that the patients we serve are the center of her focus. Susan is keenly aware of the importance of involving frontline staff in the identification of specific issues and resolution."

Ryan Foster, who lives in Cambridge, came to Shore Health System as a pharmacy/IV technician at Dorchester General Hospital in 1997 while she was attending Salisbury University. She transferred to Memorial Hospital to work in the emergency department as unit secretary then moved to clinical information management as a clinical information processor. After graduating from the Salisbury University nursing program in 1999, she worked as a nurse in the intensive care unit at Dorchester General Hospital until 2001. Foster left Shore Health System to further her education. During that time, she was an allergy nursing specialist for Morris Efron, MD, in Cambridge.

In 2003, Foster returned to Shore Health System and worked as a nurse in the critical care units at Memorial Hospital and Dorchester General Hospital while also serving as a preceptor for Shore Health System's Critical Care University novice nurse orientation program. Foster was promoted to her current position as manager of the multi-specialty care and critical care units at Dorchester General Hospital in 2005.

Foster earned a masters of science in nursing administration from Salisbury University. She received Nurse Executive Advanced Board Certification from the American Nurses Credentialing Center. She is currently preparing to receive a post master's certificate in bioethics from Medical College of Wisconsin and a certification in critical care nursing from the American Association of Critical Care Nurses.

One colleague who nominated Foster for manager of the year wrote, "Ryan exemplifies what a manager should be. She is respected by her staff and other managers and directors. Ryan has a strong clinical background and a great relationship with the members of the medical staff." Another nominator wrote, "Ryan understands that it takes a lot of people working together to accomplish a goal and she is very good at teasing out the issues that lead to improvement opportunities. She is an advocate, a friend, a nurse and a leader."



Susan Siford, PharmD



Ryan Foster, MS, RN, NEA-BC

## CES Holds Six Pillars of Character Door Decorating Contest

By: Ashley Winterstein



The teachers and staff at Centreville Elementary School have been working diligently for nine years now to incorporate character education into the daily lives of their students. Through reminders on the morning announcements, character based student-written class rules, positive referrals, and many other avenues, the staff strives to use every day events as opportunities to develop the character of their students.

Another way they have found to encourage their students to practice good character is to include them in decorating their own classroom doors. Each class is offered the opportunity to join in the Six Pillars of Character Door Decorating Contest during the month of October and decorate their door to represent one of the Six Pillars of Character (Trustworthiness, Respect, Responsibility, Fairness, Caring, and Citizenship).

A rubric was created to score each decorated door based on qualities such as presentation, information provided, creativity, and neatness. The judges, Jacki Carter, Character Counts! Coordinator, and Mary Ruth Meredith, Co-Chair of the Character Counts! Advisory Council, then viewed and scored each door. The following classes were recognized for their outstanding doors:

- Pre-Kindergarten: Cooper (Respect)
- Kindergarten: Ebersole (Caring)
- 1st Grade: Coursey (Citizenship)
- 2nd Grade: Schilling (Trustworthiness)
- Specials: O'Dell (All Pillars)

Carter admitted that it was difficult to choose only one door for each grade level, as the students did such a great job representing the character traits in eye-catching ways. All the classroom doors will remain decorated to serve as daily reminders of ways to display good character.

The Character Counts! Advisory Council would like to thank the teachers, staff, and students for participating so enthusiastically in this project and congratulate the entire school for their recent recognition from the Maryland Center for Character Education as an Honorable Mention State School of Character!

**CharacterCounts!**  
Queen Anne's County People of Character

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## Queen Anne's Emergency Center's First Month Exceeds Projections

During its first month of operation, the Queen Anne's Emergency Center treated 1023 patients, far more than was anticipated so soon after opening on October 4. The center, which is operated by Shore Health System, is treating an average of 30 people a day and, on some of the busiest days, the staff has treated as many as 50 patients. The center, which is located at 115 Shoreway Drive, at the intersection of Nesbit Road and US Rt. 50 near Grasonville, is staffed by board certified emergency medicine physicians and nurses who collectively have over 300 years of emergency nursing experience. Mary Alice Vanhoy, MSN, RN, nurse manager for the Queen Anne's Emergency Center, "We have exceeded our expectations for the number of patients seen and variety of conditions we are treating for people of all ages."

The Queen Anne's Emergency Center is equipped to treat patients with acute illnesses, injuries and trauma as well as minor injuries. People are most often driven to the center by a friend or family members. Others come to the Queen Anne's Emergency Center by ambulance after a call to 911. The Queen Anne's Emergency Center takes all forms of insurance coverage and, like other emergency departments around the country, is obligated by law to treat anyone who presents with an emergency medical condition regardless of ability to pay. Commenting on the most common reasons that people come to the Queen Anne's Emergency Center, Jane Wang, MD, said, "People come with anything and everything. We have treated many patients with chest pain, abdominal pain, headaches, dizziness and trouble breathing."

Dr. Wang adds, "Sport injuries are common. We see a lot of sprained ankles, broken wrists and arms. We have also seen quite a few children with bumps, bruises and cuts as well as respiratory symptoms and fever." Other common complaints that bring people to the Queen Anne's Emergency Center include injuries from falls and motor vehicle accidents. "Within the first month, we had our first critical trauma patient," Dr. Wang says. "We were able to stabilize the patient, do an initial assessment and then arrange for transfer by helicopter to the University of Maryland Shock Trauma unit in Baltimore."

Dr. Wang adds, "Many people come to the emergency center with what appear to be relatively minor symptoms, some of which are signs of a more serious health emergency." Dr. Wang tells about a man who came to the Queen Anne's Emergency Center because he was having chest pains. "We did an EKG and ran tests that showed that the patient had had a heart attack," Dr. Wang says. "We gave him the medication he needed then arranged to have him transferred to a hospital."

The partnership between the Queen Anne's Emergency Center staff and EMS providers is already saving lives in the county. Vanhoy explains, "A local EMS unit responded to a 911 call for a woman who was in cardiac arrest. Working together as a team, we got the woman's heart beating again. After we knew that the patient was stable, she was transferred by ambulance to the intensive care unit at Memorial Hospital."

Vanhoy adds, "Because this patient got to us quickly, we were able to use life saving techniques only available in an emergency center. If this woman had had to travel more than the five minutes it took to get her from her home to our emergency center, she may not have survived the longer ride."

For people who need care in a hospital, Dr. Wang and the other physicians who staff the Queen Anne's Emergency Center work closely with the admitting physicians at nearby hospitals. Dr. Wang, explains, "Because we have already done the initial assessment and testing and we have discussed the case by phone with the hospital physician, when patients arrive at the hospital, a bed is waiting for them."

For more information about the Queen Anne's Emergency Center visit [www.qaemergencycenter.org](http://www.qaemergencycenter.org).



The Queen Anne's Emergency Center is open 24 hours a day, every day, to treat people for acute illnesses, injuries and trauma as well as minor injuries. The helipad pictured in the forefront is used to transport patients by helicopter when quick access to critical care services is required.

A real estate advertisement for Merry Tobin. The top part features the Chesapeake Real Estate Associates, LLC logo with a blue bird icon. Below the logo is a photo of Merry Tobin, a woman with short blonde hair wearing a red jacket, sitting in front of tall grasses. The text "MERRY TOBIN" is written in large, bold, blue letters. Below that, it says "Realtor, Co-Owner Chesapeake Real Estate Associates, LLC". At the bottom, there are contact details: "410-310-3183 Cell", "410-643-4663 Office", and "410-643-4589 Fax". There are also logos for "REALTOR" and "EQUAL OPPORTUNITY". The website "www.MerryTobin.com" is written vertically in large blue letters on the right side of the advertisement. At the bottom left, it says "Merry@MerryTobin.com • www.MerryTobin.com" and "2201 Main Street, Suite 1, Chester, MD 21619".